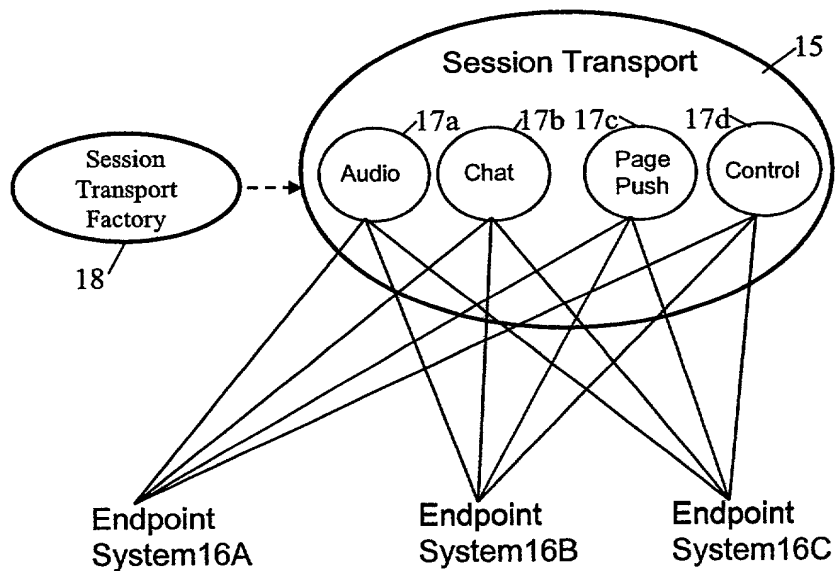


**Figure 1**



**Figure 2**

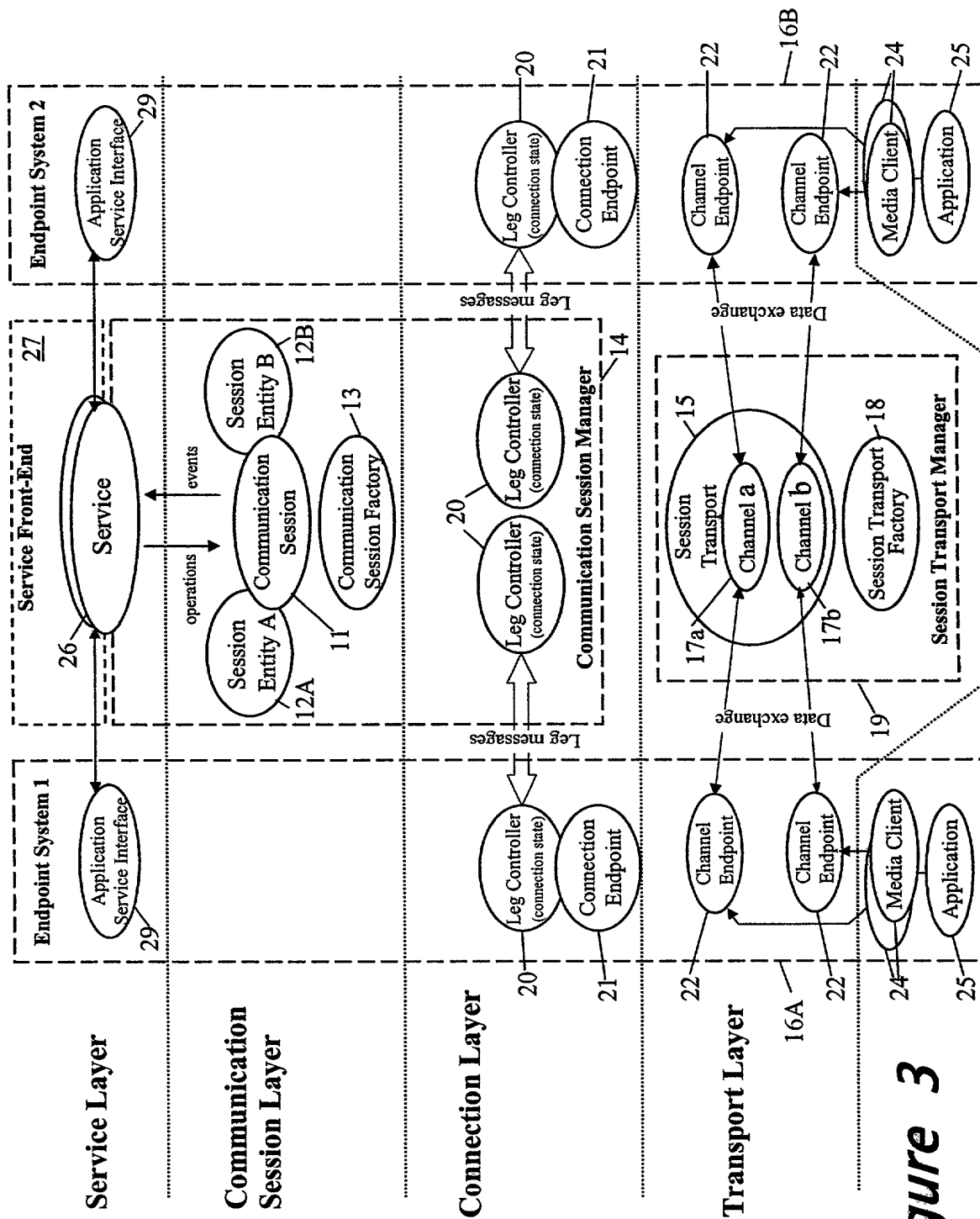
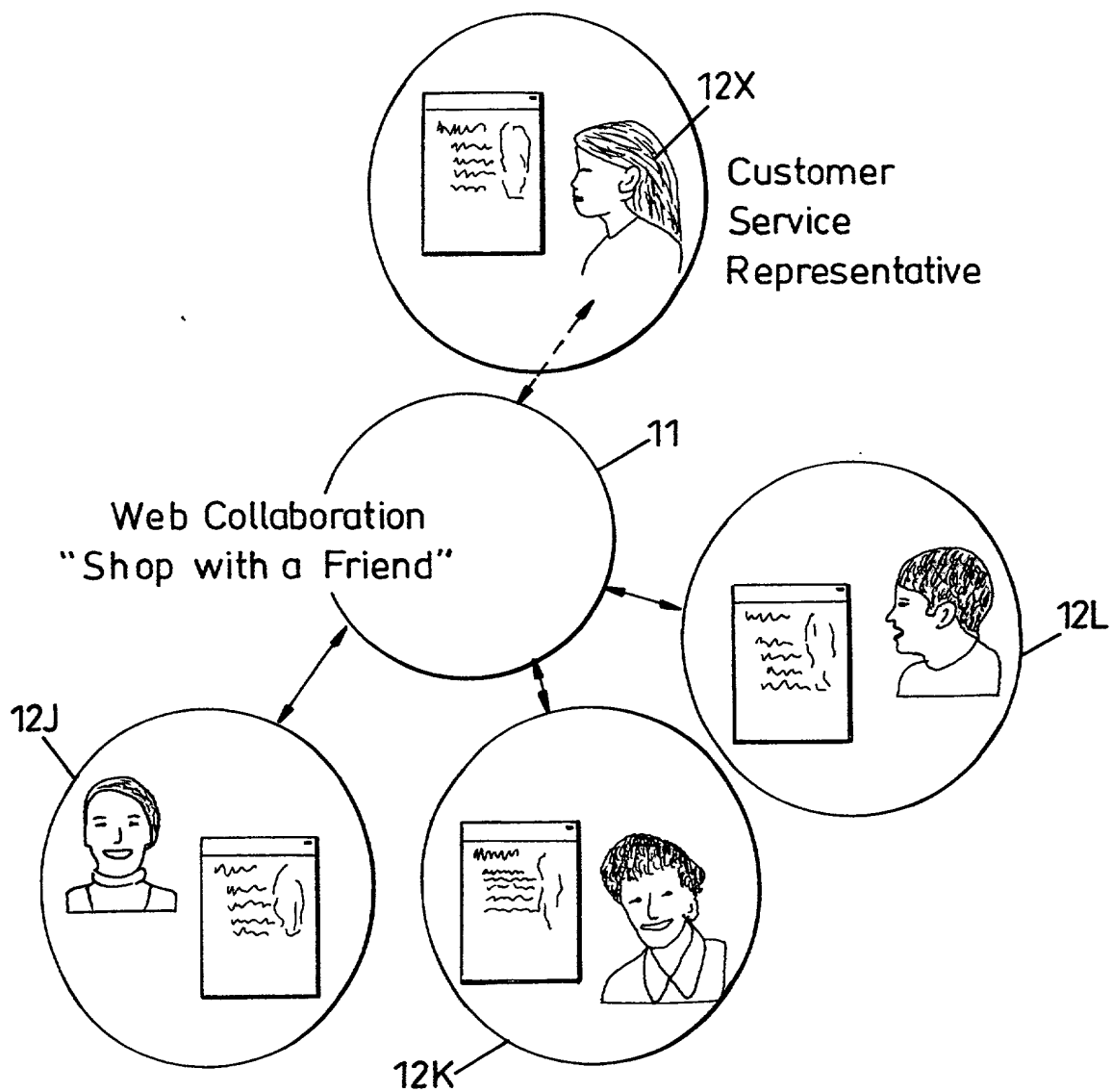
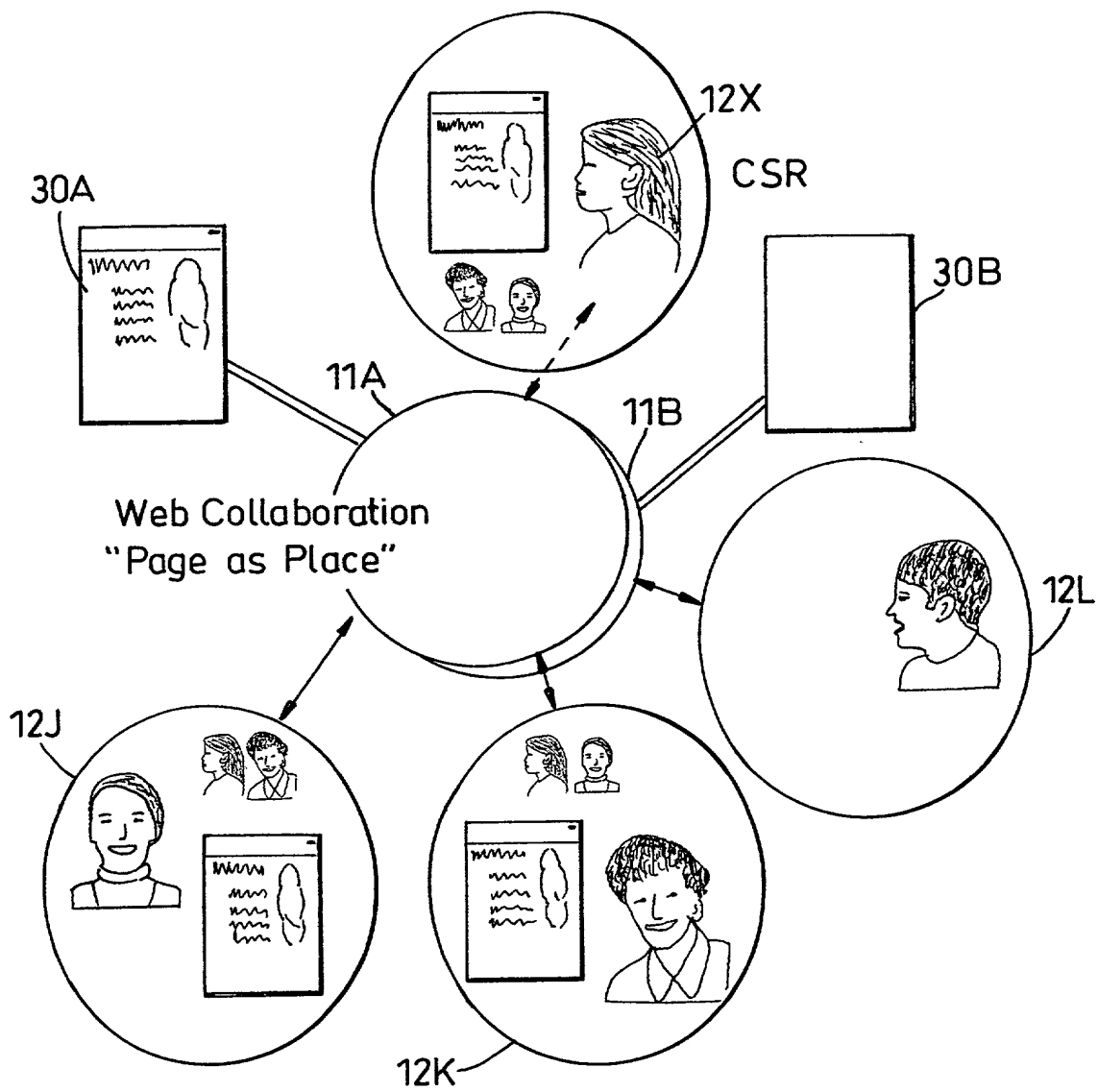


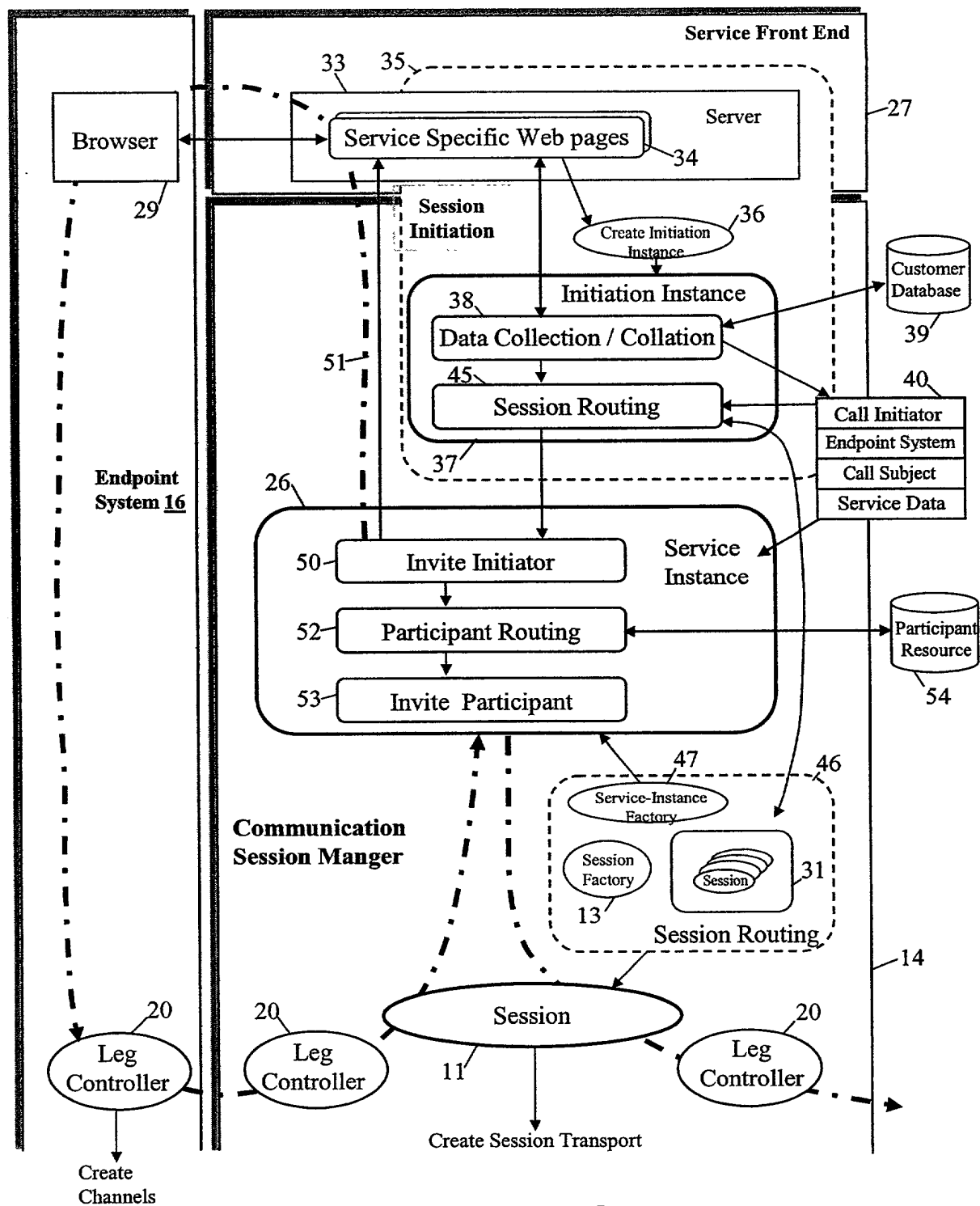
Figure 3



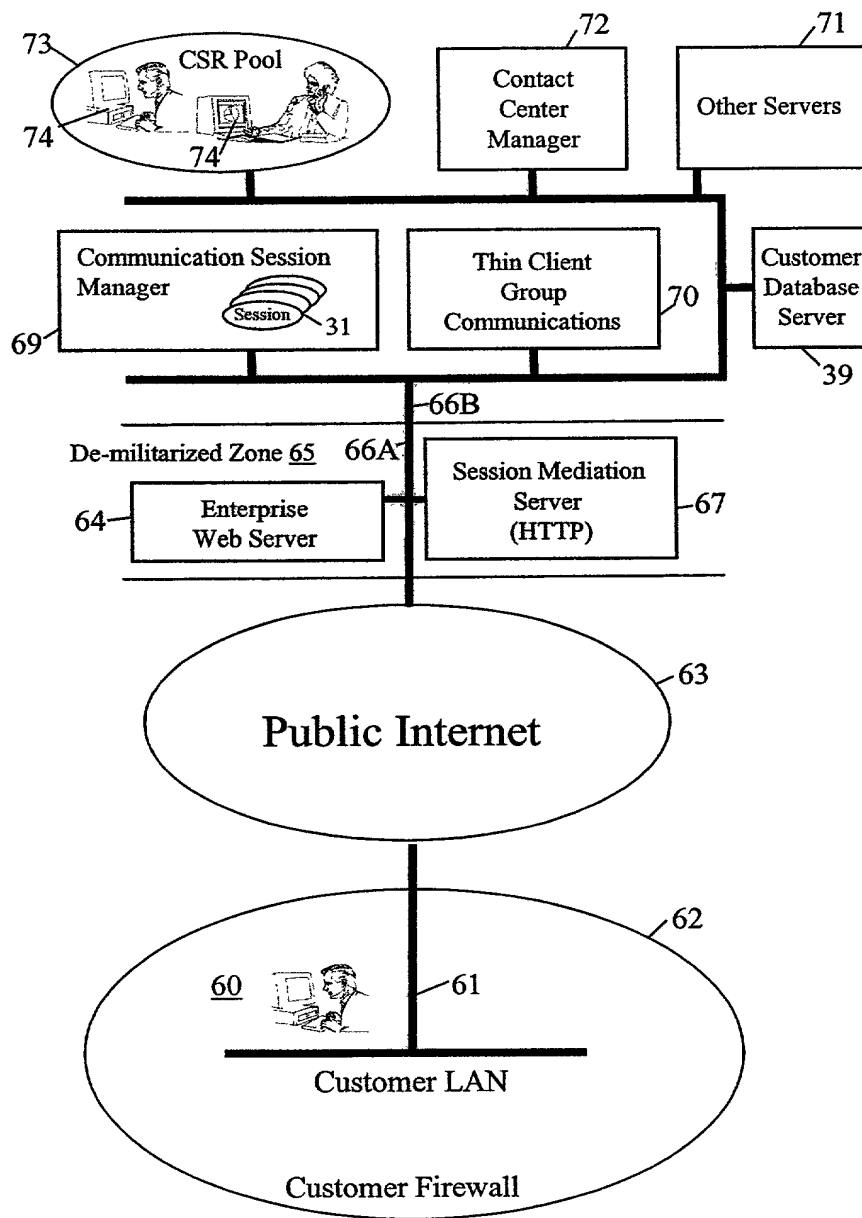
**Fig. 4**



**Fig. 5**



**Figure 6**



**Figure 7**

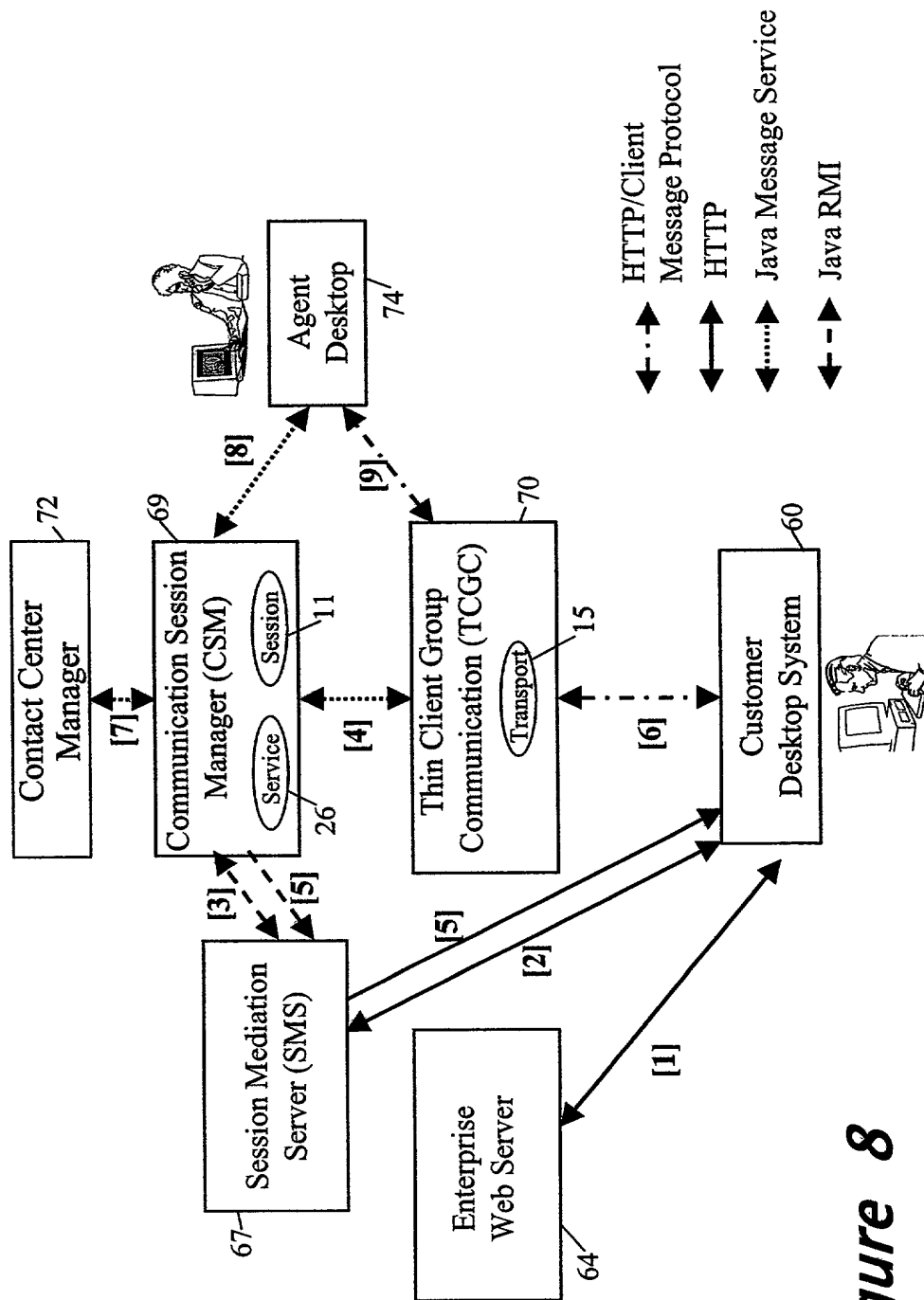


Figure 8

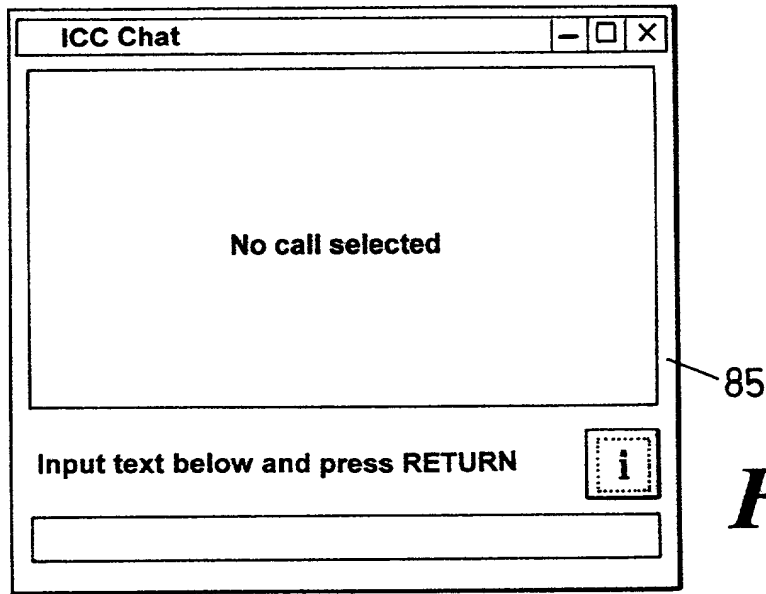
80

ICC Call Control				Agent Page Push - Microsoft Internet Explorer			
Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status	
45	-1	Hoovers	cust 479550911	Fred Bloggs		Answered	82
General Phrases - Hoovers				File Edit View Go Favorites Help			
<p>Welcome Agent Joe You are now on-line</p> <p>--Fred is here--</p> <p>Agent Joe says: Hi, how can I help you?</p> <p>Fred says: Tell me about HP</p>				<p>Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail</p> <p>Address</p>			
<p>Input text below and press RETURN</p> <p>http://www.hp.com/</p> <p>Push Restart browser</p>				<p>SEARCH ASSISTANCE</p> <p>Company Information</p> <p>Year 2000 Program</p> <p>United States</p> <p>▼ Highlights</p> <p>► Select Another Country</p> <p>United States GO</p> <p>Solutions for:</p> <p>OnlineStores</p> <p>Drivers</p> <p>E-services Home &amp; Home Office</p> <p>Small Business Developers</p> <p>Privacy Statement Use of this site indicates you accept the terms of use</p>			
<p>Type URL below and press PUSH</p> <p>86</p>				<p>87</p>			
<p>ICC Page Push - English</p> <p>Common Bookmarks Hoovers</p>				<p>Local Intranet zone [Mixed]</p>			

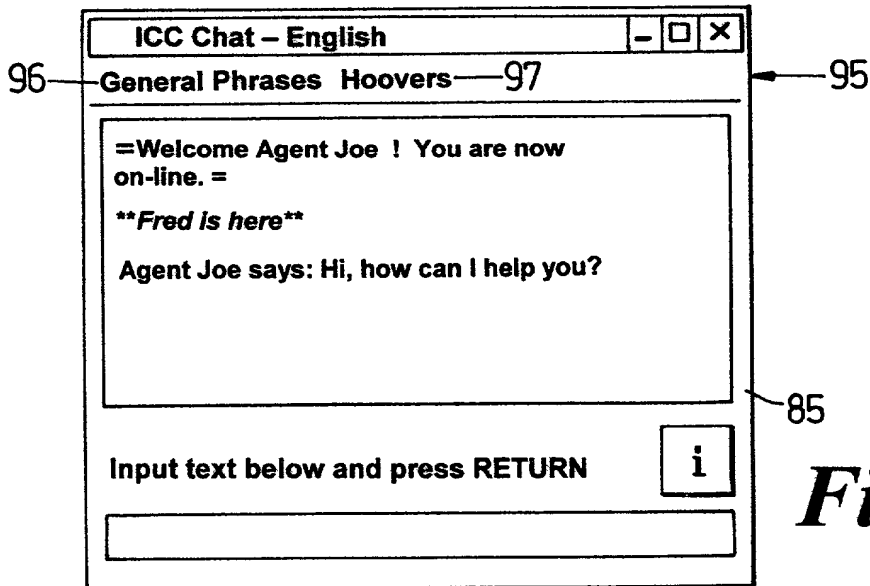
83

Fig. 9

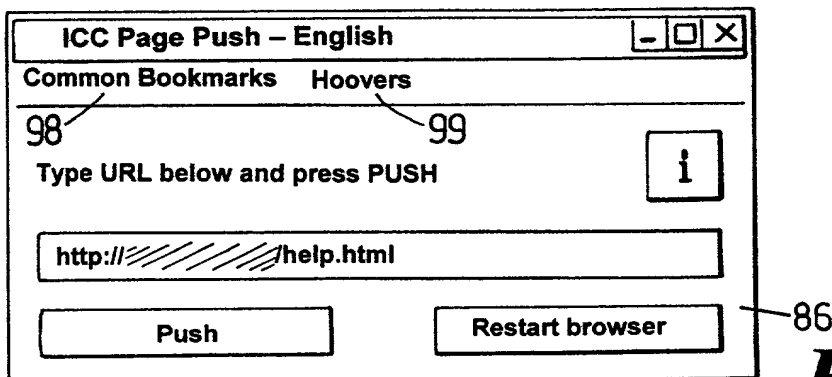




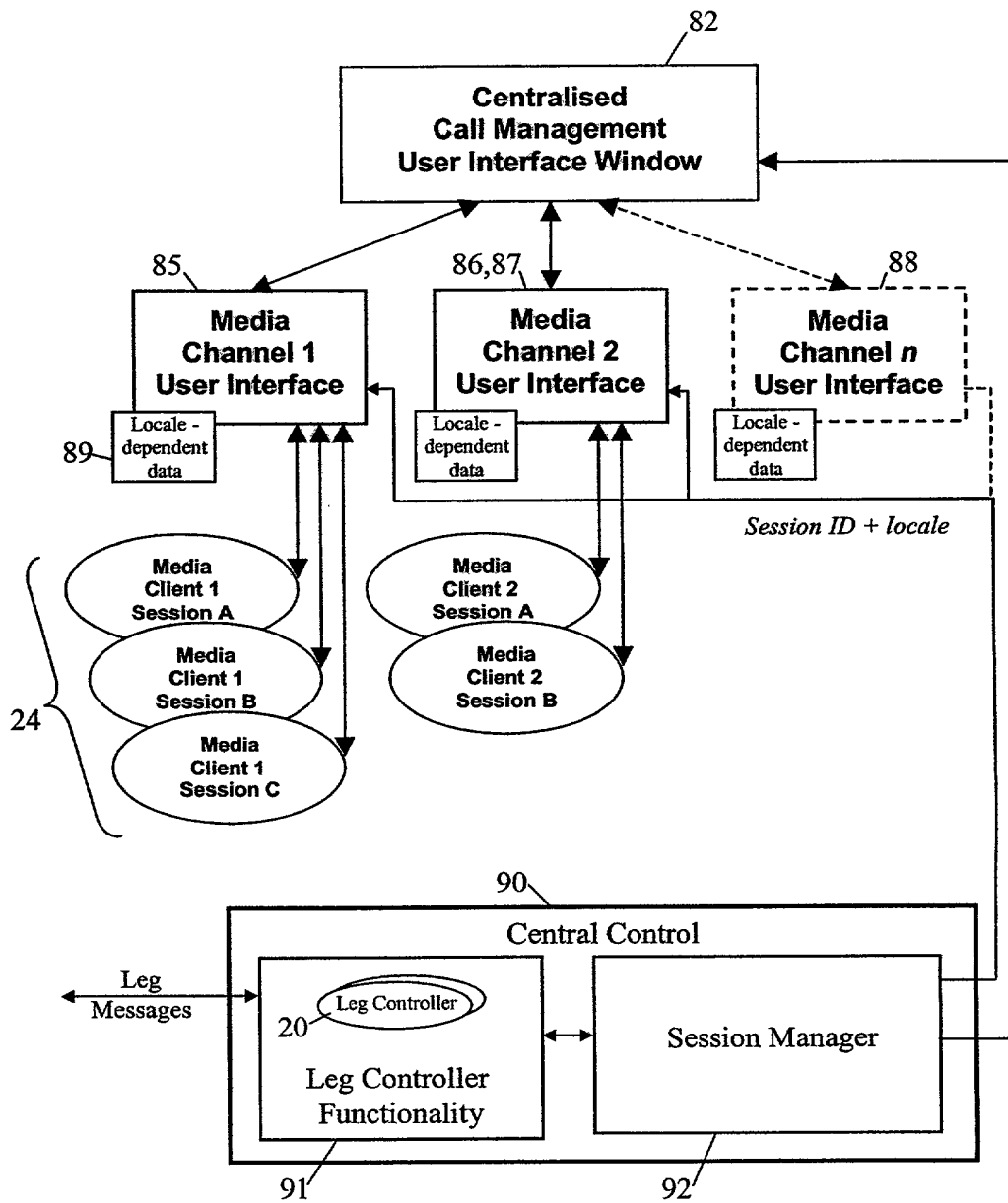
*Fig. 10*



*Fig. 11*



*Fig. 12*

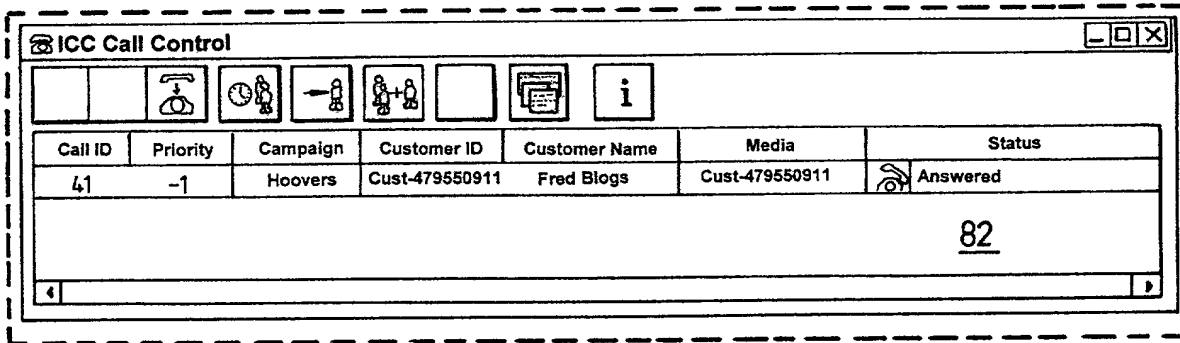


**Figure 13**

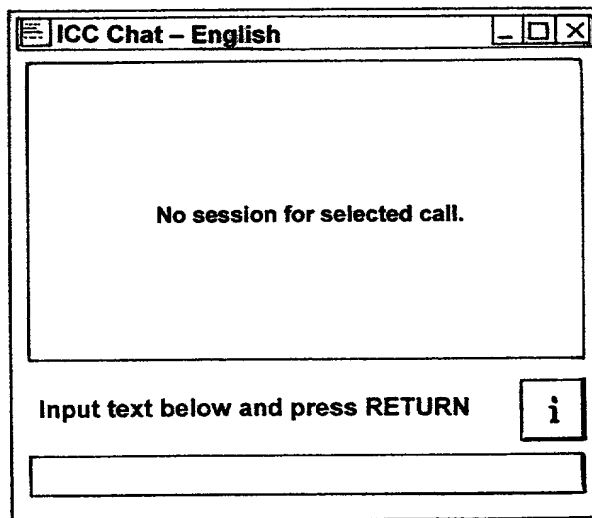
ICC Call Control						
Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status
39	-1	Hoovers	cust-479550911	Fred Bloggs		Normal call

82

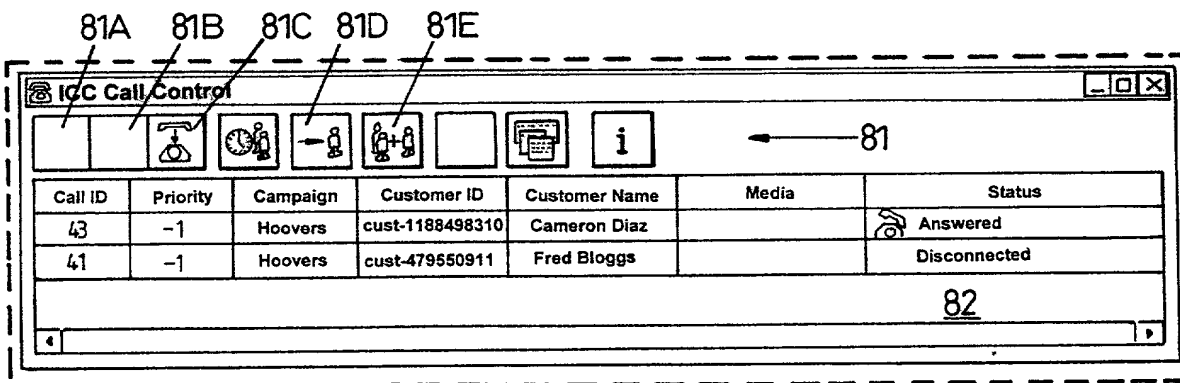
**Fig. 14**



**Fig. 15**



**Fig. 16**



**Fig. 17**

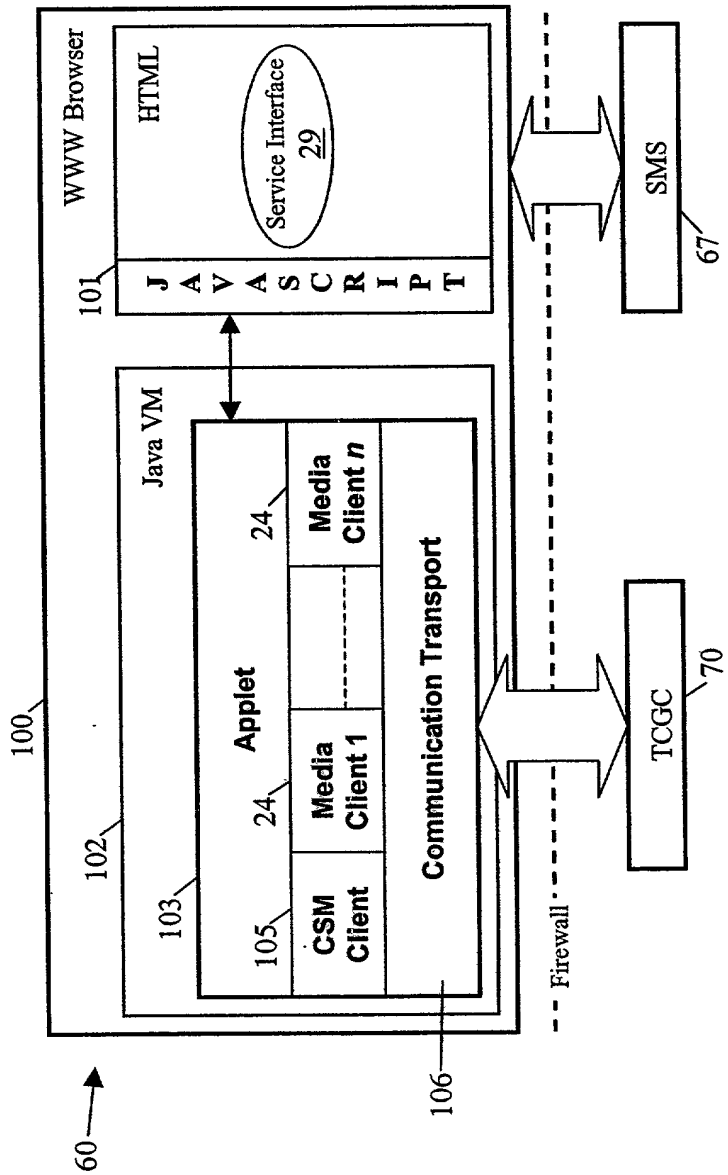


Figure 18

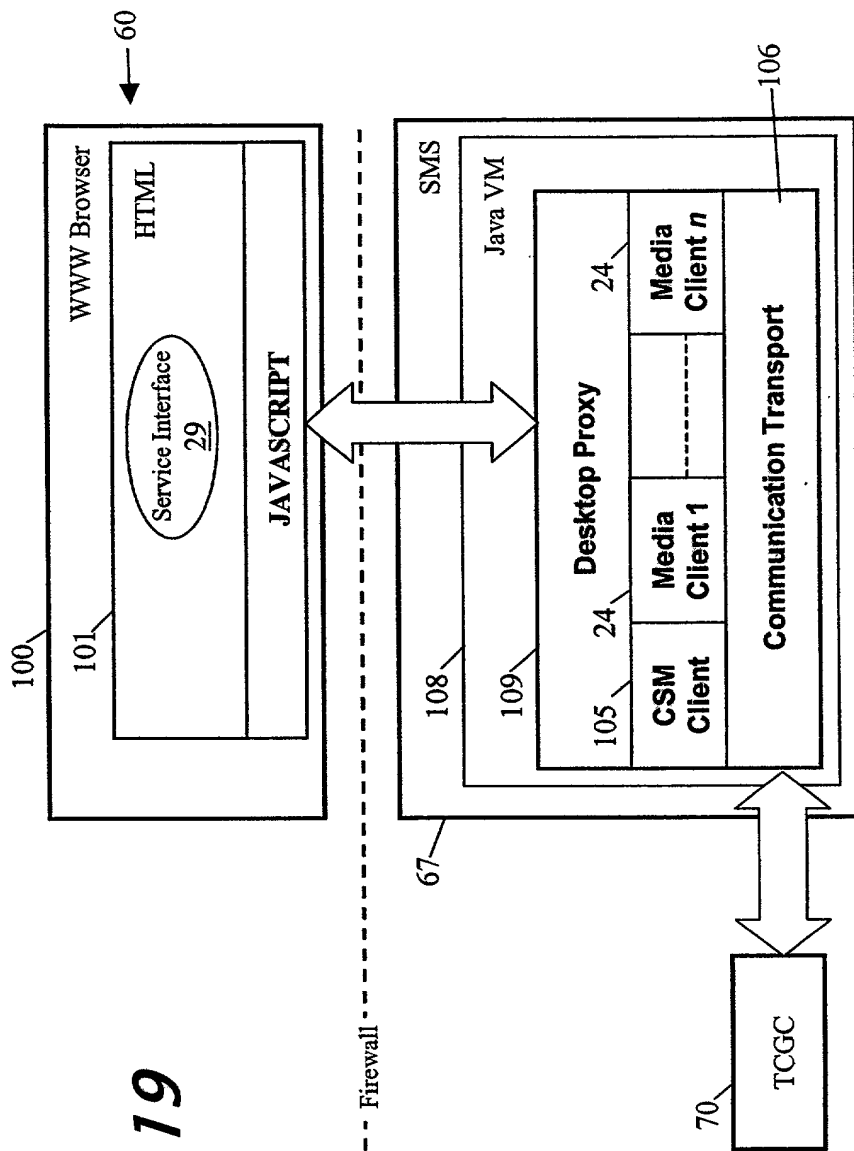
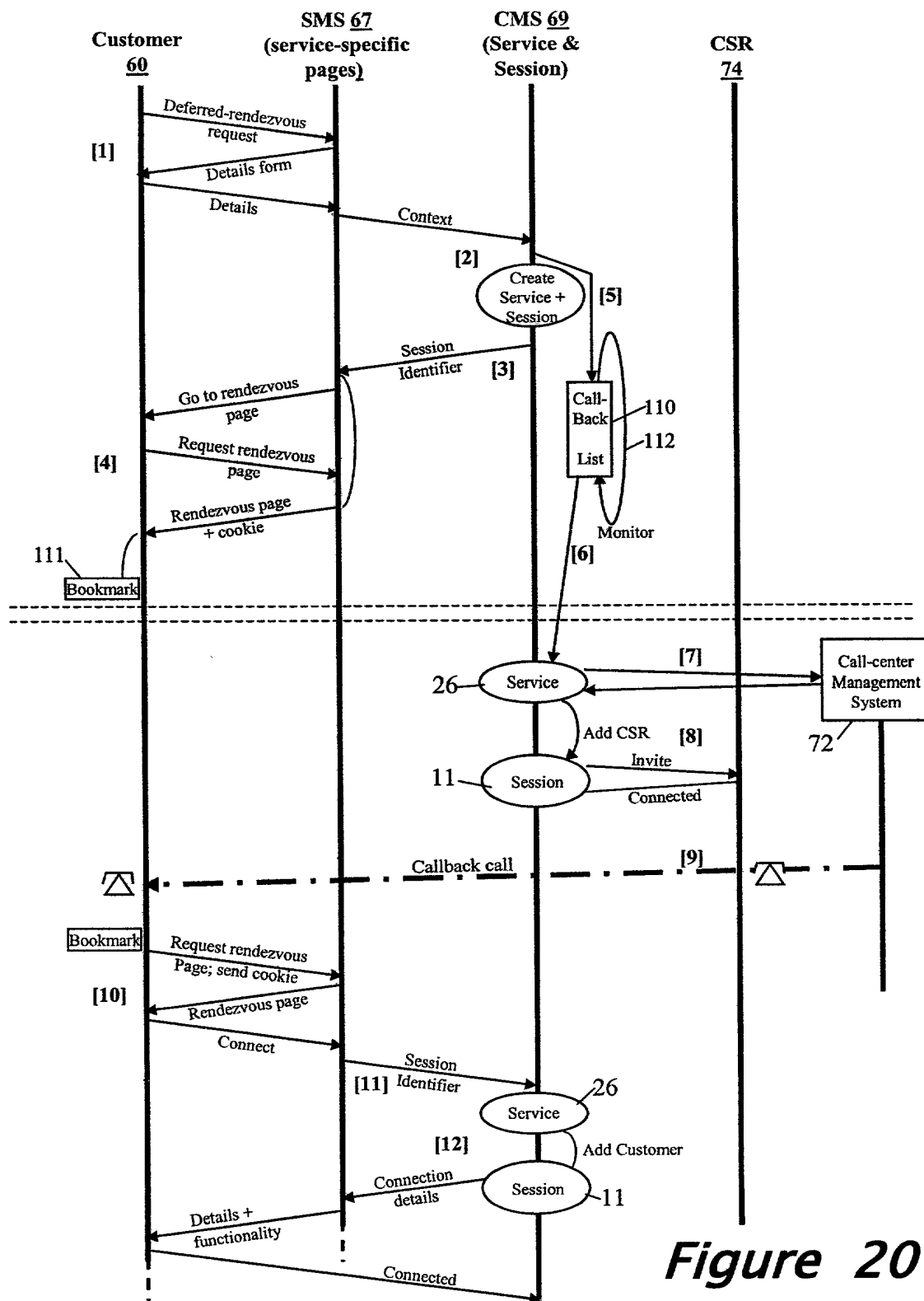


Figure 19



**Figure 20**

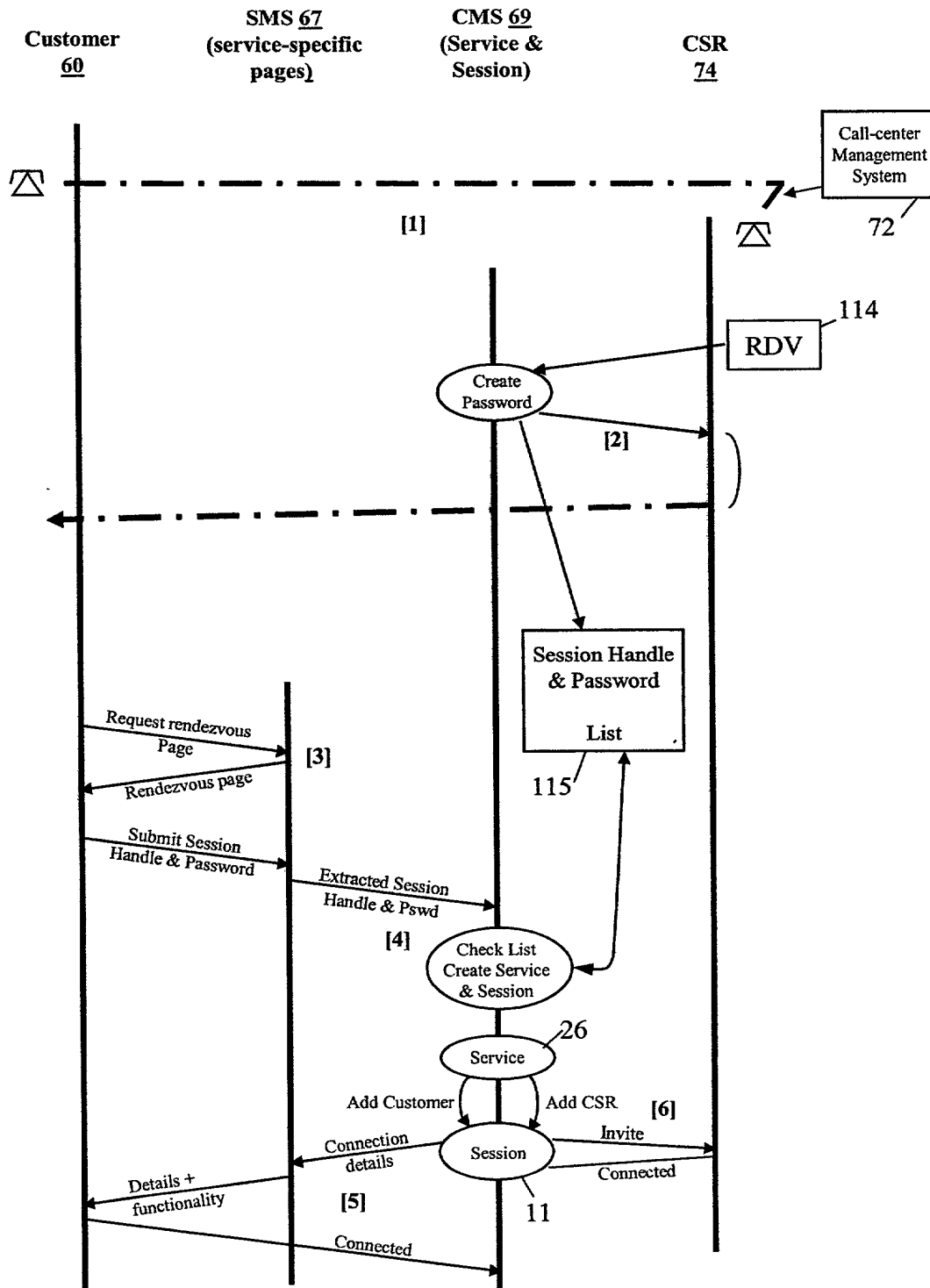
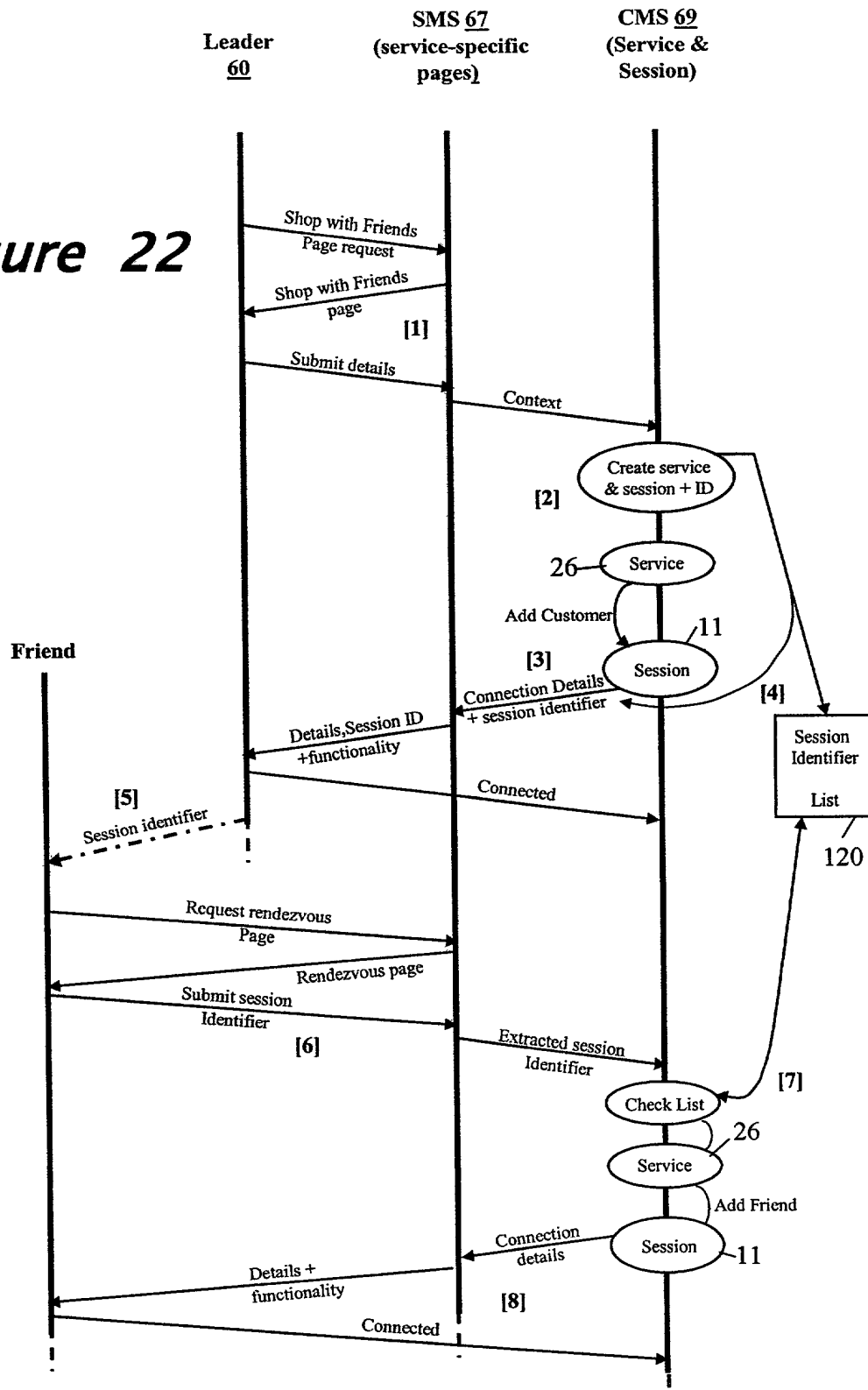
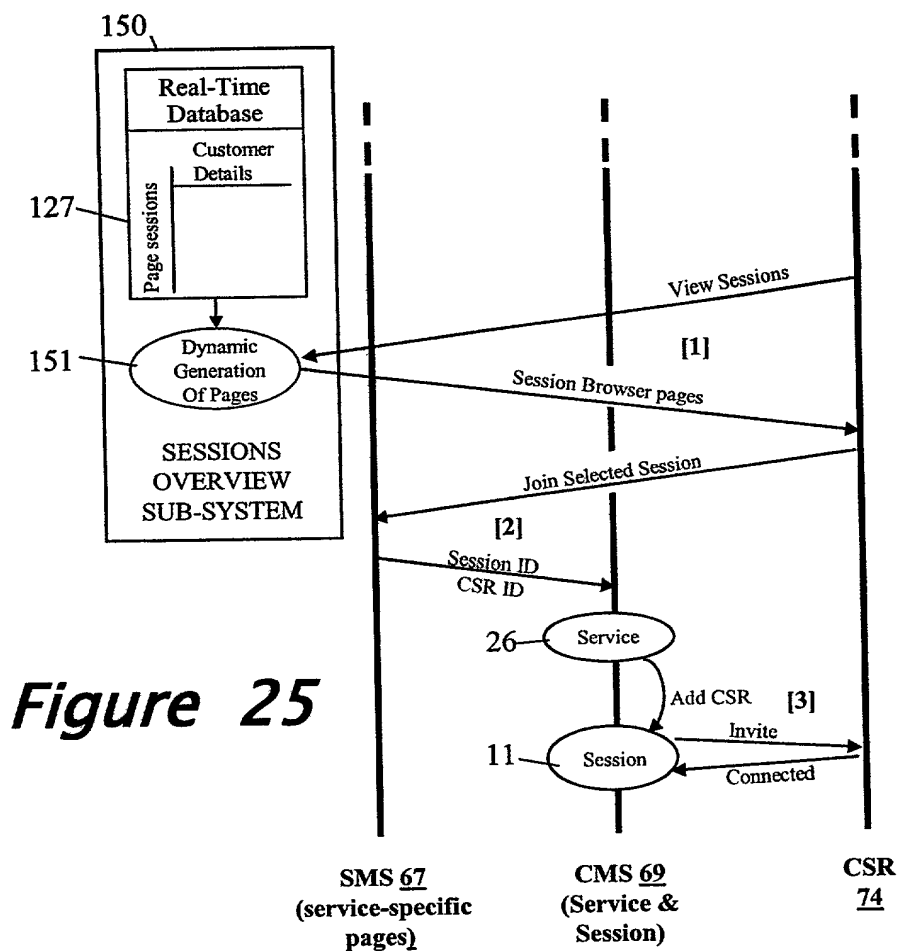
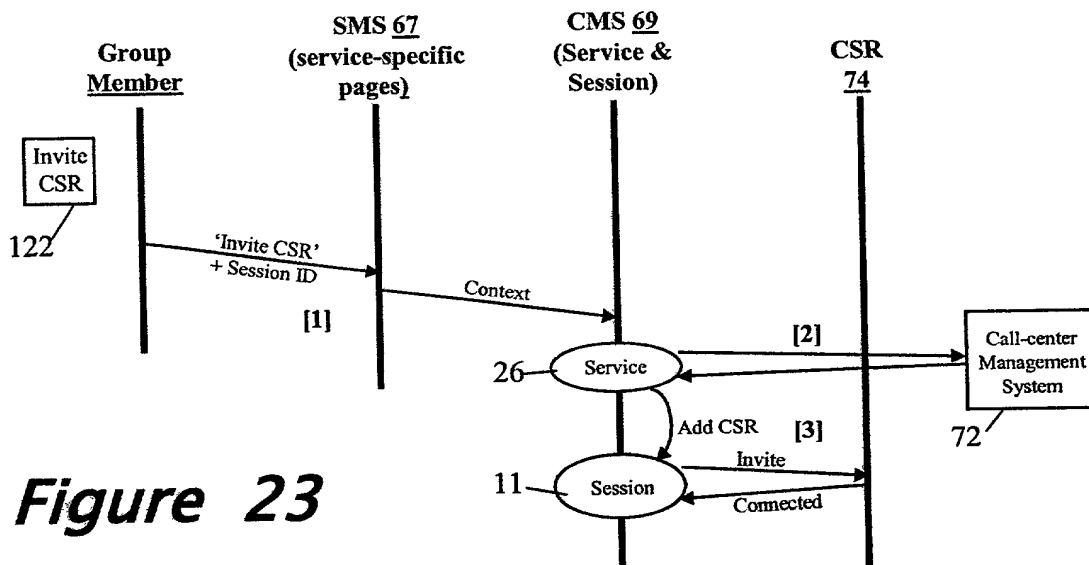


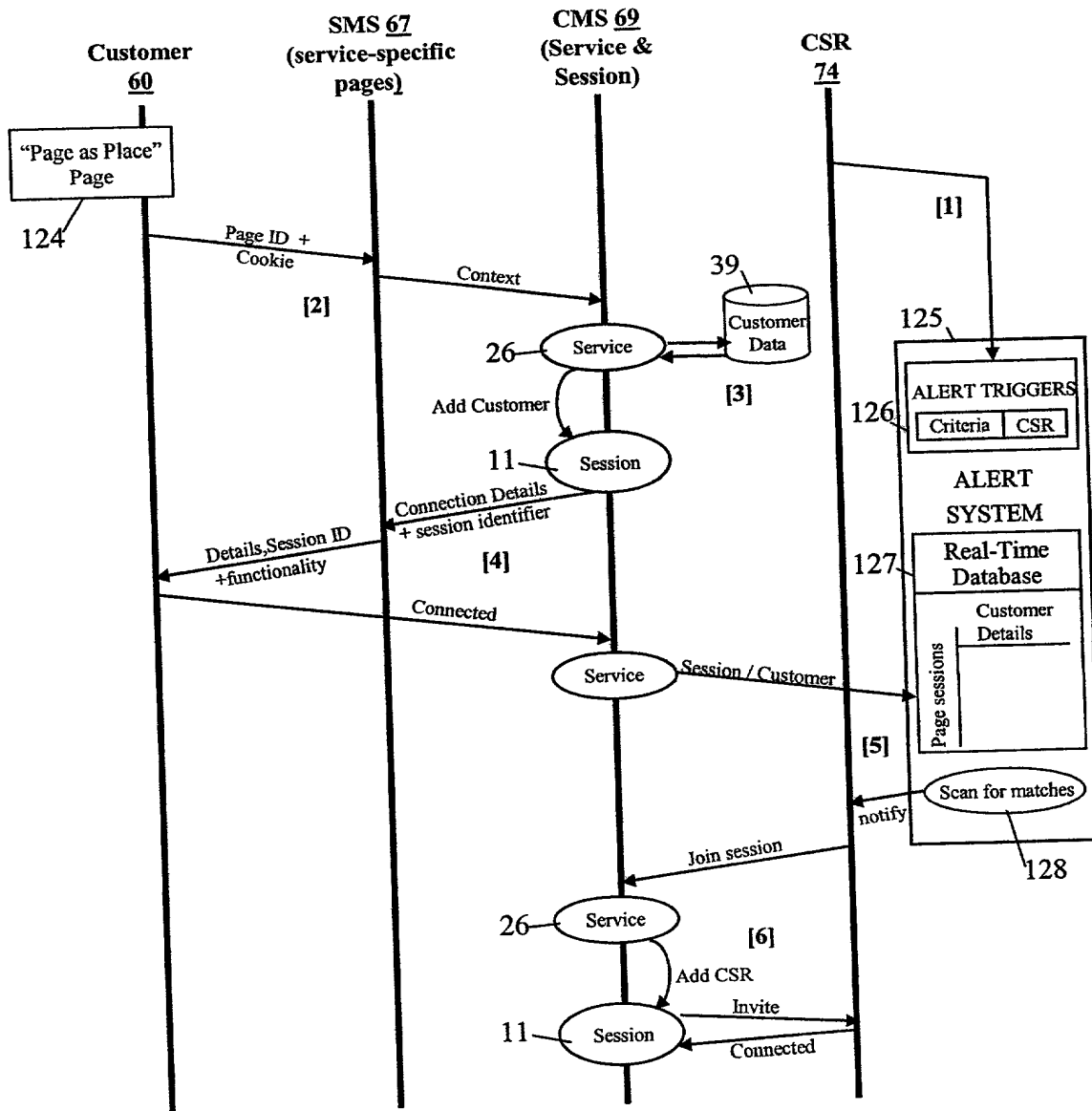
Figure 21



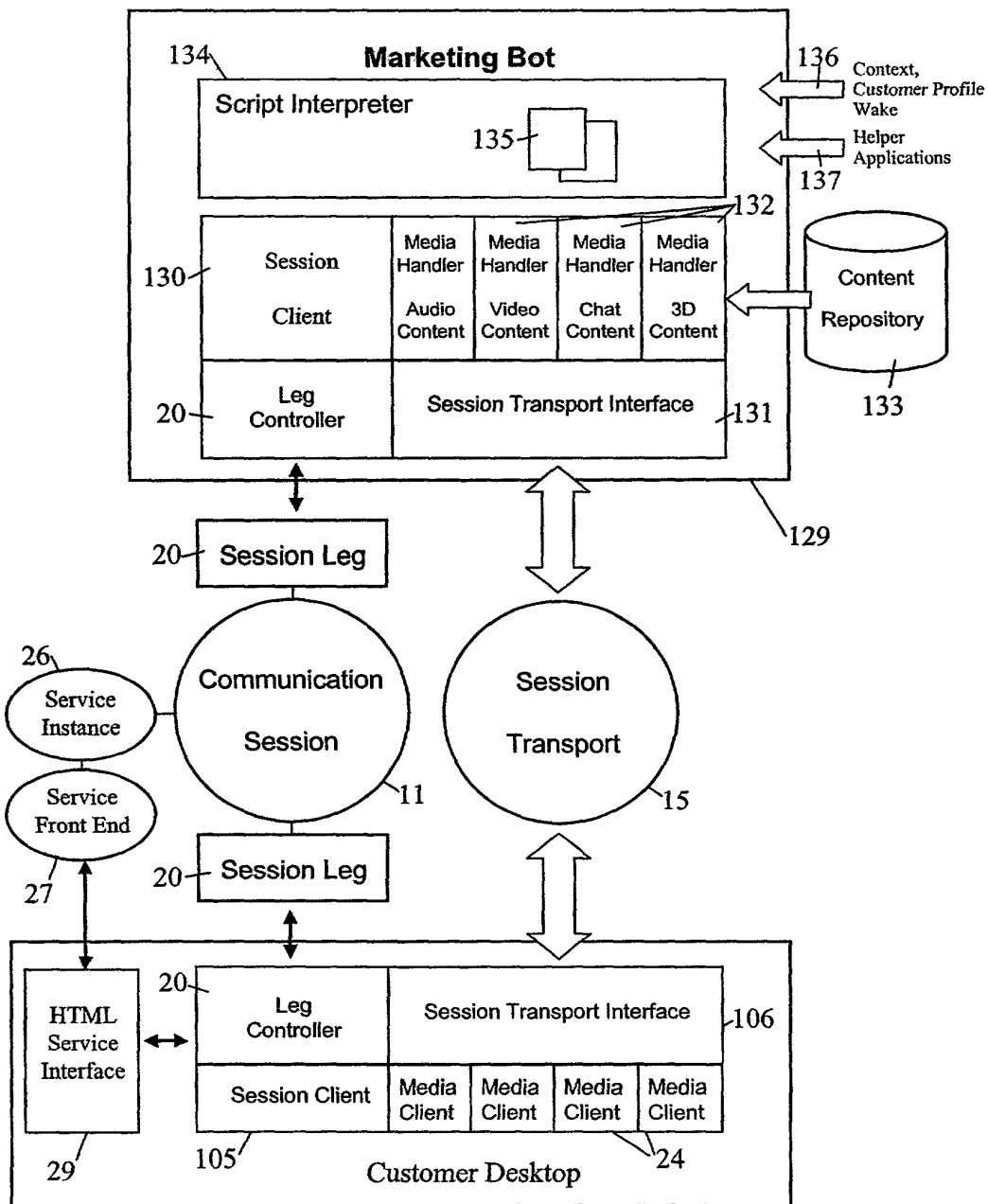
**Figure 22**



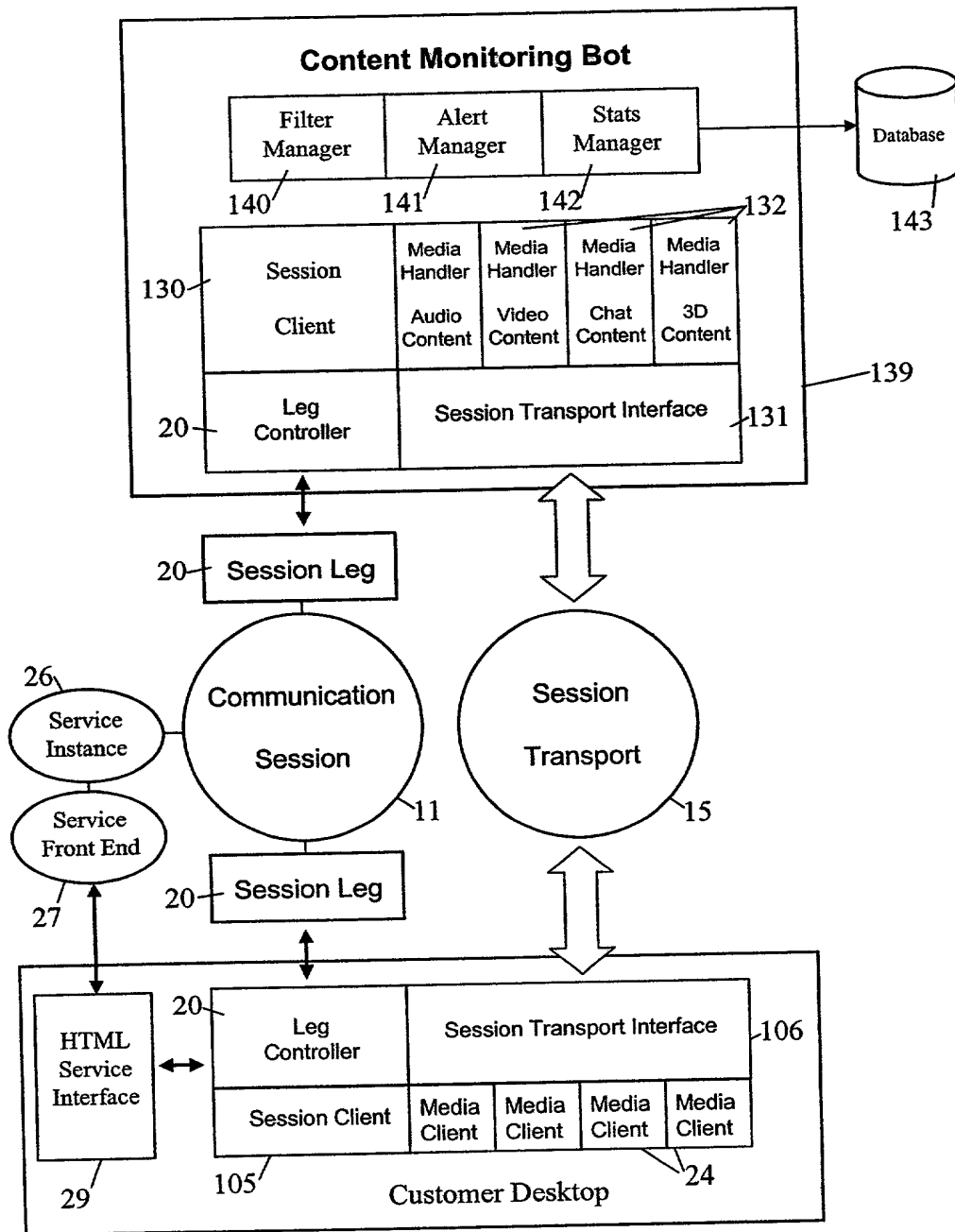




**Figure 24**



**Figure 26**



**Figure 27**